

W-03443A-08-0313
W-03443A-08-0177



0000093587

ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM RECEIVED

Investigator: Deb Reagan

Phone: [REDACTED] **Fax:** [REDACTED]

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion **No.** 2009 **74815**

Date: 1/23/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Gary

Duncan

Account Name: Gary Duncan

Home: [REDACTED] Arizona Corporation Commission

Street: [REDACTED]

Work: DOCKETED

City: Chino Valley

CBR:

State: AZ **Zip:** 86323

is: FEB 06 2009

Utility Company: Appaloosa Water Company

DOCKETED BY [Signature]

Division: Water

Contact Name: Joe Cordovana

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-03443A-08-0313 *****

Customer sent the following e-mail -

I know that several employees of the water company have been let go, so staffing is down. Also question some of the previous years expenses (catered meetings). I attended several meetings, and none were catered, yet they were taken as an expense for previous year.

The company has, violated numerous times, put in non-approved water lines, lied to homeowners when water service went down, and overall lied to so many times that they cannot be trusted on anything they say.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded to customer with the following e-mail -

Mr. Duncan -

Thank you for your recent e-mail to the AZ Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your e-mail regarding the Appaloosa Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company's application.

The concerns raised in e-mails, letters and phone calls received from customers will assist the Commission in

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UTILITY COMPLAINT FORM

the investigation and review of the Company's rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Deb Reagan
Public Utilities Consumer Analyst
Utilities Division
AZ Corporation Commission
End of Comments

Date Completed: 1/29/2009

Opinion No. 2009 - 74815

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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2009 74821

Date: 1/23/2009

Complaint Description: 08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

William P.

Turner

Account Name:

William P. Turner

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Chino Valley

CBR:

State:

AZ

Zip: 86323

is:

Utility Company:

Appaloosa Water Company

Division:

Water

Contact Name:

Joe Cordovana

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-03443A-08-0313 *****

Customer sent the following e-mail -

I am totally against any rate increase. The water company has not met its obligation as far as the arsenic problem and I do NOT feel that the customers should have the burdon, It is after all a business not a guarantee of income...

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Mr. Turner -

Thank you for your recent e-mail to the AZ Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your e-mail regarding the Appaloosa Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company's application.

The concerns raised in e-mails, letters and phone calls received from customers will assist the Commission in the investigation and review of the Company's rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

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Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Deb Reagan
Public Utilities Consumer Analyst
Utilities Division
AZ Corporation Commission
End of Comments

Date Completed: 1/29/2009

Opinion No. 2009 - 74821
